

**PAST PERFORMANCE QUESTIONNAIRE**  
**KAUAI JANITORIAL SERVICES – VA VET CENTER, CBOC**

**I. INTRODUCTION:**

This questionnaire is designed to collect past performance information on offerors competing for award of a contract for janitorial services at the VA Pacific Islands Health Care System, Kauai Vet Center and Community Based Outpatient Clinic (CBOC). For each contract reference provided, the Offeror will have its reference submit a completed and signed questionnaire to the contracting specialist listed below. Handwritten responses will be accepted. If you need more space than provided, please attach additional pages or write on the last page. Please include only relevant information. Responses will be treated as source selection sensitive. Return the questionnaire either by mail, fax or email to the following:

VA Pacific Islands Health Care System  
Attn: Debbie Starr  
3375 Koapaka Street Suite F250  
Honolulu, HI 96819

E-mail: [deborah.starr2@va.gov](mailto:deborah.starr2@va.gov)  
FAX: (808) 833-5014

**II. CUSTOMER/CLIENT IDENTIFICATION:**

The following information pertains to the organization and contract information of the customer completing the questionnaire:

Your company or agency name: \_\_\_\_\_

Name of contractor being evaluated: \_\_\_\_\_

Your contract number: \_\_\_\_\_ Total value of your contract: \$ \_\_\_\_\_

Performance Period: Basic Period: \_\_\_\_\_ Option Periods: \_\_\_\_\_

Brief description of services provided:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**III. EVALUATOR INFORMATION:**

The following information pertains to the person completing this questionnaire.

Name/Title: \_\_\_\_\_  
(e.g. Physician, Technician, Contracting Officer, etc.)

Organization: \_\_\_\_\_

Phone Number: \_\_\_\_\_

## Past Performance Questionnaire

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### IV. EXPLANATION OF CODES:

In Section V below of this questionnaire we ask 15 questions regarding your contractor's performance. Please use the following ratings when rating the contractor's performance:

#### CODE      PERFORMANCE RATINGS

- E      EXCEPTIONAL – Performance is where contractor performance significantly exceeds **most** contract requirements while the remainder of the contractor's effort meets contract requirements.
- V      VERY GOOD – Performance is where contractor performance significantly exceeds **some** contract requirements while the remainder of the contractor's effort meets contract requirements.
- S      SATISFACTORY – Performance is where the contractor meets contract requirements.
- M      MARGINAL – Performance is where the contractor meets contract requirements, however performance rarely exceeds standards and discrepancies in **some** areas of performance are recurring. Problems identified by the Government are corrected, but require significant surveillance to ensure mission is not affected.
- U      UNSATISFACTORY – Performance is where the contractor's performance is inadequate and inconsistent, requiring attention and constant surveillance to ensure the mission is not affected. Fails to manage workload and take initiative to resolve problems before the government points them out on a recurring basis. Contractor fails to meet standards.
- N      NOT APPLICABLE – Unable to provide a score. Performance in this area not applicable to the effort assessed.

### V. QUESTIONS CONCERNING PAST PERFORMANCE:

Place an "X" in the appropriate box next to the letter for each item on the questionnaire. Narrative statements are vital. Please provide a supporting narrative for each area. Attach additional pages if there is insufficient space in the comment space.

1. Describe in detail the type of janitorial services provided to your company (types of services/duties, how often they performed).

2. In what type of setting did the vendor perform (i.e. healthcare facility, office)? \_\_\_\_\_

3. Length of the Service (Provide dates): \_\_\_\_\_

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Rate the following questions if the company provided janitorial services. Provide information/comments in the Remarks Section below.	Circle One
Q1. To what extent did the contractor comply with contract requirements?	E V S M U N
Q2. How timely was the contractor's performance?	E V S M U N
Q3. How well did the contractor comply with the labor and safety standards?	E V S M U N
Q4. Rate the effectiveness of the contractor's management of the contract?	E V S M U N
Q5. Rate the contractor's handling of staff integrity issues.	E V S M U N
Q6. Rate the contractor's personnel management practices.	E V S M U N
Q7. Quality Control: Rate the overall quality of contractor's work.	E V S M U N
Q8. To what extent did the contractor meet performance schedule?	E V S M U N
Q9. What extent was contractor flexible in responding to changing needs?	E V S M U N
Q10. To what extent was the contractor reliable?	E V S M U N
Q11. To what extent was the Contractor responsive to technical directions?	E V S M U N
Q12. Have any cure notices, show cause letters, suspension of payment, or termination been issued? If yes, explain.	Yes No
Q13. Would you award another contract to this contractor? If no, explain.	Yes No
Q14. Was the customer satisfied with the end product? If no, explain.	Yes No
Q15. To what extent did contractor notify you of problems of potential issues?	E V S M U N
Evaluator's Additional Remarks regarding Janitorial Services:	

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Signature of Evaluator:	Date of Evaluation:
Print Name of Evaluator:	